Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Administrative Services	Application Development	Terry Davis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	6 4	0 0	6 4
	Capitol Desktop Support	Brian Bintz	0 0	3 1	0 0	3 1
		Chad Poll	0 0	3 0	0 0	3 0
		Scott Wunderlich	1 1	28 18	0 0	29 19
		Tom Hanson	0 0	16 16	0 0	16 16
		Assigned to Individual Total	1 1	50 35	0 0	51 36

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Help Desk	Brenda Treadway	0 0	4 3	0 0	4 3
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	4 3	0 0	4 3
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	19 14	0 0	19 14
	Metro A Desktop Support	Kraig Ellis	0 0	6 0	0 0	6 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 0	0 0	1 0

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Metro B Desktop Support	Ken Bolkcom	0 0	1 0	0 0	1 0
		Peter Musser	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Metro B Help Desk	Gavin Barney	0 0	1 0	0 0	1 0
		Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Metro D Help Desk	Jed Patrick	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

Administrative Services

Administrative Services			High	Low	Medium	FCR Total
Administrative Services	Operations Production Control	Christie Burnham	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Rural Central Desktop Support	Paul Petersen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural North Desktop Support	Kim Ratushniak	0 0	1 1	0 0	1 1
		Neil Smedley	0 0	2 2	0 0	2 2
		Ruston McKay	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	6 6	0 0	6 6
	Rural South Desktop Support	Lance Nay	0 0	1 1	0 0	1 1
		Meladye Shively	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Britany Egan	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		1 1	122 68	2 0	125 69
Customer Company Total			1 1	122 68	2 0	125 69

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	**Low**	**Medium**	**MIR Total**
Administrative Services	Application Development	Terry Davis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Capitol Desktop Support	Brian Bintz	0 0	3 1	0 0	3 1
		Chad Poll	0 0	3 1	0 0	3 1
		Scott Wunderlich	1 0	28 2	0 0	29 2
		Tom Hanson	0 0	16 0	0 0	16 0
		Assigned to Individual Total	1 0	50 4	0 0	51 4

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Metro A Desktop Support	Kraig Ellis	0 0	6 0	0 0	6 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 1	0 0	1 1

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro B Desktop Support	Ken Bolkcom	0 0	1 1	0 0	1 1
		Peter Musser	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Metro B Help Desk	Gavin Barney	0 0	1 0	0 0	1 0
		Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro C Help Desk	Reed Stohel	0 0	2 1	1 1	3 2
		Assigned to Individual Total	0 0	2 1	1 1	3 2
	Metro D Help Desk	Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Operations Production Control	Christie Burnham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		Meladye Shively	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Britany Egan	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 1	0 0	1 1
		Romanza Hamblin Sorensen	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		1 0	122 12	2 1	125 13
Customer Company Total			1 0	122 12	2 1	125 13

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Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Administrative Services	Application Development	Terry Davis	0 0.00	0 0.00	1 0.69	1 0.69
		Assigned to Individual Total	0 0.00	0 0.00	1 0.69	1 0.69
	Application Services	Bart Purser	0 0.00	1 0.98	0 0.00	1 0.98
		Dustin Crump	0 0.00	1 0.10	0 0.00	1 0.10
		Martin Gonzalez	0 0.00	4 1.28	0 0.00	4 1.28
		Assigned to Individual Total	0 0.00	6 1.03	0 0.00	6 1.03
	Capitol Desktop Support	Brian Bintz	0 0.00	3 0.66	0 0.00	3 0.66
		Chad Poll	0 0.00	3 0.56	0 0.00	3 0.56
		Scott Wunderlich	1 0.00	28 1.31	0 0.00	29 1.26
		Tom Hanson	0 0.00	16 0.10	0 0.00	16 0.10
		Assigned to Individual Total	1 0.00	50 0.84	0 0.00	51 0.82

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Help Desk	Brenda Treadway	0 0.00	4 0.08	0 0.00	4 0.08
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	2 0.37	0 0.00	2 0.37
		James Stearns	0 0.00	2 0.48	0 0.00	2 0.48
		Julie VanBeekum	0 0.00	4 0.06	0 0.00	4 0.06
		Sarah Johnson	0 0.00	1 0.21	0 0.00	1 0.21
		Vicky Marrelli	0 0.00	5 0.01	0 0.00	5 0.01
		Assigned to Individual Total	0 0.00	19 0.13	0 0.00	19 0.13
	Metro A Desktop Support	Kraig Ellis	0 0.00	6 0.25	0 0.00	6 0.25
		Nancy Hachmeister	0 0.00	1 0.14	0 0.00	1 0.14
		Rodney Austin	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	8 0.23	0 0.00	8 0.23
	Metro B Desktop Support	Bill Crowther	0 0.00	1 0.43	0 0.00	1 0.43
		Jay Locker	0 0.00	1 1.29	0 0.00	1 1.29

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro B Desktop Support	Ken Bolkcom	0 0.00	1 1.69	0 0.00	1 1.69
		Peter Musser	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.68	0 0.00	5 0.68
	Metro B Help Desk	Gavin Barney	0 0.00	1 0.29	0 0.00	1 0.29
		Janet Hongsyvilay	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	2 0.26	0 0.00	2 0.26
	Metro B Hosting	Paul Engberson	0 0.00	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.76	0 0.00	2 0.76
		Assigned to Individual Total	0 0.00	2 0.76	0 0.00	2 0.76
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.85	1 1.86	3 1.18
		Assigned to Individual Total	0 0.00	2 0.85	1 1.86	3 1.18
	Metro D Help Desk	Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Operations Production Control	Christie Burnham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Meladye Shively	0 0.00	1 1.22	0 0.00	1 1.22
		Assigned to Individual Total	0 0.00	2 0.61	0 0.00	2 0.61
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 0.24	0 0.00	2 0.24

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Strategic Communications	Luis Larios	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	3 0.28	0 0.00	3 0.28
	Voice Operations	Britany Egan	0 0.00	2 0.23	0 0.00	2 0.23
		Leon Owen	0 0.00	1 1.27	0 0.00	1 1.27
		Romanza Hamblin Sorensen	0 0.00	4 0.60	0 0.00	4 0.60
		Assigned to Individual Total	0 0.00	7 0.59	0 0.00	7 0.59
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.17	0 0.00	1 0.17
		Spencer Blodgett	0 0.00	1 0.27	0 0.00	1 0.27
		T Artis	0 0.00	2 0.26	0 0.00	2 0.26
		Assigned to Individual Total	0 0.00	4 0.24	0 0.00	4 0.24
	Assigned Group Total		1 0.00	122 0.55	2 1.27	125 0.55
Customer Company Total			1 0.00	122 0.55	2 1.27	125 0.55

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Administrative Services	Application Development	Terry Davis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	6 2	0 0	6 2
	Capitol Desktop Support	Brian Bintz	0 0	3 0	0 0	3 0
		Chad Poll	0 0	3 0	0 0	3 0
		Scott Wunderlich	1 0	28 2	0 0	29 2
		Tom Hanson	0 0	16 0	0 0	16 0
		Assigned to Individual Total	1 0	50 2	0 0	51 2

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Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Metro A Desktop Support	Kraig Ellis	0 0	6 0	0 0	6 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro B Desktop Support	Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 0	0 0	1 0

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Metro B Desktop Support	Ken Bolkcom	0 0	1 0	0 0	1 0
		Peter Musser	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gavin Barney	0 0	1 0	0 0	1 0
		Janet Hongsyvilay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro B Hosting	Paul Engberson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Metro D Help Desk	Jed Patrick	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Operations Production Control	Christie Burnham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural South Desktop Support	Lance Nay	0 0	1 0	0 0	1 0
		Meladye Shively	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Salt Lake Data Center Operations	Kristi Behunin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Voice Operations	Britany Egan	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		1 0	122 6	2 0	125 6
Customer Company Total			1 0	122 6	2 0	125 6

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Administrative Services	Application Development	Terry Davis	0 0.00	0 0.00	1 2.64	1 2.64
		Assigned to Individual Total	0 0.00	0 0.00	1 2.64	1 2.64
	Application Services	Bart Purser	0 0.00	1 1.97	0 0.00	1 1.97
		Dustin Crump	0 0.00	1 0.13	0 0.00	1 0.13
		Martin Gonzalez	0 0.00	4 6.82	0 0.00	4 6.82
		Assigned to Individual Total	0 0.00	6 4.90	0 0.00	6 4.90
	Capitol Desktop Support	Brian Bintz	0 0.00	3 1.87	0 0.00	3 1.87
		Chad Poll	0 0.00	3 1.79	0 0.00	3 1.79
		Scott Wunderlich	1 0.00	28 2.53	0 0.00	29 2.44
		Tom Hanson	0 0.00	16 0.92	0 0.00	16 0.92
		Assigned to Individual Total	1 0.00	50 1.93	0 0.00	51 1.89

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Help Desk	Brenda Treadway	0 0.00	4 0.08	0 0.00	4 0.08
		Dawn Wayment	0 0.00	1 0.02	0 0.00	1 0.02
		Eileen Dubach	0 0.00	2 0.44	0 0.00	2 0.44
		James Stearns	0 0.00	2 0.48	0 0.00	2 0.48
		Julie VanBeekum	0 0.00	4 0.06	0 0.00	4 0.06
		Sarah Johnson	0 0.00	1 5.83	0 0.00	1 5.83
		Vicky Marrelli	0 0.00	5 0.34	0 0.00	5 0.34
		Assigned to Individual Total	0 0.00	19 0.53	0 0.00	19 0.53
	Metro A Desktop Support	Kraig Ellis	0 0.00	6 0.74	0 0.00	6 0.74
		Nancy Hachmeister	0 0.00	1 0.16	0 0.00	1 0.16
		Rodney Austin	0 0.00	1 4.02	0 0.00	1 4.02
		Assigned to Individual Total	0 0.00	8 1.08	0 0.00	8 1.08
	Metro B Desktop Support	Bill Crowther	0 0.00	1 0.44	0 0.00	1 0.44
		Jay Locker	0 0.00	1 3.13	0 0.00	1 3.13

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Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Metro B Desktop Support	Ken Bolkcom	0 0.00	1 4.94	0 0.00	1 4.94
		Peter Musser	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 1.70	0 0.00	5 1.70
	Metro B Help Desk	Gavin Barney	0 0.00	1 0.29	0 0.00	1 0.29
		Janet Hongsyvilay	0 0.00	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	0 0.00	2 0.27	0 0.00	2 0.27
	Metro B Hosting	Paul Engberson	0 0.00	1 0.48	0 0.00	1 0.48
		Assigned to Individual Total	0 0.00	1 0.48	0 0.00	1 0.48
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.76	0 0.00	2 0.76
		Assigned to Individual Total	0 0.00	2 0.76	0 0.00	2 0.76
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.85	1 1.86	3 1.18
		Assigned to Individual Total	0 0.00	2 0.85	1 1.86	3 1.18
	Metro D Help Desk	Jed Patrick	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Operations Production Control	Christie Burnham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 3.51	0 0.00	1 3.51
		Assigned to Individual Total	0 0.00	1 3.51	0 0.00	1 3.51
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.00	0 0.00	6 0.00
	Rural South Desktop Support	Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Meladye Shively	0 0.00	1 1.22	0 0.00	1 1.22
		Assigned to Individual Total	0 0.00	2 0.61	0 0.00	2 0.61
	Salt Lake Data Center Operations	Kristi Behunin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	2 5.87	0 0.00	2 5.87

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Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Strategic Communications	Luis Larios	0 0.00	1 8.66	0 0.00	1 8.66
		Assigned to Individual Total	0 0.00	3 6.80	0 0.00	3 6.80
	Voice Operations	Britany Egan	0 0.00	2 0.51	0 0.00	2 0.51
		Leon Owen	0 0.00	1 1.47	0 0.00	1 1.47
		Romanza Hamblin Sorensen	0 0.00	4 0.84	0 0.00	4 0.84
		Assigned to Individual Total	0 0.00	7 0.83	0 0.00	7 0.83
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.32	0 0.00	1 0.32
		Spencer Blodgett	0 0.00	1 0.79	0 0.00	1 0.79
		T Artis	0 0.00	2 0.32	0 0.00	2 0.32
		Assigned to Individual Total	0 0.00	4 0.44	0 0.00	4 0.44
	Assigned Group Total		1 0.00	122 1.57	2 2.25	125 1.56
Customer Company Total			1 0.00	122 1.57	2 2.25	125 1.56

Administrative Services

Detail

INC000000486268	Jeff Rose	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Administrative Services	Low	Closed	TTR Missed: No	0.02
INC000000488804	Russ Jessop	Network	None	None		TIR Missed: Yes	1.29
	Metro B Desktop Support	Jay Locker	Administrative Services	Low	Closed	TTR Missed: No	3.13
INC000000488815	Brian Spencer	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.01
INC000000488821	Jim Christensen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.83
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.78
INC000000488983	Sue Hoskins	None	None	None		TIR Missed: No	0.25
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.25
INC000000489057	Brenda Veldevere	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000489367	Susan Mumford	Application	None	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	
INC000000489513	Julie D'Alesandro	PC/Laptop	Performance	None		TIR Missed: No	0.66
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.58
INC000000489862	Lucas V Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000489908	Mark Dalton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000490045	Randy Viertel	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	3.51
INC000000490268	Gina Strack	None	None	Gmail		TIR Missed: Yes	3.90
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	14.34
INC000000490593	Tani Downing	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000490610	Lucas V Davis	Mobile Devices	None	Ipads		TIR Missed: No	0.10
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	0.13
INC000000490617	Vicki Schoenfeld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Closed	TTR Missed: No	0.00
INC000000490746	Sophia Manousakis	PC/Laptop	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.76

Administrative Services

INC000000490768	Sophia Manousakis	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.62
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.76
INC000000490932	Edwin Rappleye	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.29
	Metro B Help Desk	Gavin Barney	Administrative Services	Low	Closed	TTR Missed: No	0.29
INC000000491050	Sue Hoskins	None	None	None	TIR Missed: No	0.23
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.71
INC000000491133	Sue Hoskins	Telecom	Coverage Path	Telephone	TIR Missed: No	0.23
	Voice Operations	Britany Egan	Administrative Services	Low	Closed	TTR Missed: No	0.23
INC000000491321	Brian Jensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.42
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	3.57
INC000000491366	Mark Dalton	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000491408	Bruce Whittington	Mobile Devices	Error	Droid	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000491498	Doug Stout	Telecom	Dial Tone	Telephone	TIR Missed: No	0.39
	Voice/Data/WAN Services	T Artis	Administrative Services	Low	Closed	TTR Missed: No	0.39
INC000000491549	Sean Crawford	Network	Virus	None	TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.22
INC000000491666	Jody Miller	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000491700	Brian Carpenter	PC/Laptop	None	None	TIR Missed: No	0.29
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.81
INC000000491764	Terri White	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	4.02
INC000000492040	Cynthia Antonsen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.67
INC000000492041	Arcy Lopez	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.67
INC000000492043	Mark Knowlden	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.68
INC000000492045	Marci Soper	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.68
INC000000492066	Mark Yeschick	Application	Error	Novell GroupWise	TIR Missed: No	0.98
	Application Services	Bart Purser	Administrative Services	Low	Closed	TTR Missed: No	1.97

Administrative Services

INC000000492262	Scott Bingham	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed		TTR Missed: No	0.25
INC000000492366	Bob Steinike	PC/Laptop	Virus	None		TIR Missed: No	0.14
Metro A Desktop Support	Nancy Hachmeister	Administrative Services	Low	Closed		TTR Missed: No	0.16
INC000000492535	Gina Strack	Network	Error	None		TIR Missed: No	0.19
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed		TTR Missed: No	0.30
INC000000492643	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.13
Strategic Communications	Dennis Rogers	Administrative Services	Low	Closed		TTR Missed: No	2.94
INC000000492950	Curtis Felman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.27
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	1.28
INC000000493312	Ken Williams	Application	Error	None		TIR Missed: No	0.12
Metro B Hosting	Paul Engberson	Administrative Services	Low	Closed		TTR Missed: No	0.48
INC000000493390	Brian Carpenter	PC/Laptop	Error	None		TIR Missed: No	0.13
Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed		TTR Missed: No	0.13
INC000000493566	Ivan Carr	Network	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000494035	Anne McNally	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
Help Desk	James Stearns	Administrative Services	Low	Closed		TTR Missed: No	0.11
INC000000494045	Anne McNally	EIS Hardware	None	None		TIR Missed: No	0.36
Strategic Communications	Dennis Rogers	Administrative Services	Low	Closed		TTR Missed: Yes	8.79
INC000000494236	Tim Parkinson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000494556	Sue Hoskins	None	None	None		TIR Missed: No	0.54
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	1.45
INC000000494659	Steve Canning	Telecom	Dial Tone	None		TIR Missed: Yes	1.94
Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed		TTR Missed: No	2.48
INC000000494714	Wayne Smith	Application	None	PGP		TIR Missed: No	0.17
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.90
INC000000494876	Jerry Sheets	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000495078	Alvin Crown	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.24
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: No	0.56
INC000000495308	Heather Stevens	Application	Error	None		TIR Missed: Yes	30.22
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved		TTR Missed: Yes	38.74

Administrative Services

| INC000000495359 | Kevin Gilmore | Telecom | None | Telephone | | TIR Missed: No | 0.17 |
| Voice/Data/WAN Services | Mike Johnson | Administrative Services | Low | Resolved | TTR Missed: No | 0.32 |

| INC000000495407 | Kevin Gilmore | Telecom | None | None | | TIR Missed: No | 0.13 |
| Voice/Data/WAN Services | T Artis | Administrative Services | Low | Closed | TTR Missed: No | 0.26 |

| INC000000495608 | Rick Clawson | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Scott Wunderlich | Administrative Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000495747 | Julie Clark | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.23 |
| Voice Operations | Britany Egan | Administrative Services | Low | Closed | TTR Missed: No | 0.80 |

| INC000000495871 | Garret Johnston | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.14 |
| Capitol Desktop Support | Scott Wunderlich | Administrative Services | Low | Closed | TTR Missed: No | 2.96 |

| INC000000495896 | Julie D'Alesandro | PC/Laptop | Performance | None | | TIR Missed: No | 0.18 |
| Capitol Desktop Support | Tom Hanson | Administrative Services | Low | Closed | TTR Missed: No | 1.99 |

| INC000000495898 | Allyson Spevak | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.18 |
| Capitol Desktop Support | Scott Wunderlich | Administrative Services | Low | Closed | TTR Missed: No | 2.53 |

| INC000000495908 | Mark Dalton | Application | None | None | | TIR Missed: Yes | 1.27 |
| Voice Operations | Leon Owen | Administrative Services | Low | Closed | TTR Missed: No | 1.47 |

| INC000000496041 | Elizabeth Perkes | Application | None | Archives Management System | TIR Missed: No | 0.63 |
| Metro A Desktop Support | Kraig Ellis | Administrative Services | Low | Closed | TTR Missed: No | 1.06 |

| INC000000496095 | Steve Canning | Telecom | None | Telephone | | TIR Missed: No | 0.19 |
| Voice Operations | Romanza Hamblin Sorensen | Administrative Services | Low | Closed | TTR Missed: No | 0.19 |

| INC000000496122 | Loretta Hamilton | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Scott Wunderlich | Administrative Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000496303 | Lynda McLane | Application | None | None | | TIR Missed: No | 0.15 |
| Capitol Desktop Support | Tom Hanson | Administrative Services | Low | Closed | TTR Missed: No | 0.49 |

| INC000000496352 | Milton VanderLinde | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Lance Nay | Administrative Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000496470 | Brian R Bales | Application | None | Gmail | | TIR Missed: No | 0.00 |
| Application Services | Martin Gonzalez | Administrative Services | Low | Closed | TTR Missed: Yes | 6.66 |

| INC000000496599 | Heidi Stringham | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.31 |
| Help Desk | Brenda Treadway | Administrative Services | Low | Closed | TTR Missed: No | 0.31 |

| INC000000496728 | Brody Valerga | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Scott Wunderlich | Administrative Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000496775 | Sue Hoskins | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Administrative Services | Low | Closed | TTR Missed: No | 0.00 |

Administrative Services

INC000000496788	Susan Vogel	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000496794	Marci Soper	PC/Laptop	Performance	None	TIR Missed: No	0.84
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.84
INC000000497341	Rick James	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000497444	Ken Hansen	Network	None	None	TIR Missed: No	0.20
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.96
INC000000497542	Carma Hicks	Application	Error	Internet Explorer	TIR Missed: No	0.73
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.87
INC000000497577	Brian Carpenter	PC/Laptop	Hardware	None	TIR Missed: No	0.14
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.14
INC000000497875	Robert Miles	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.58
INC000000498090	Mike Higley	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000498260	Loretta Potter	Application	Error	None	TIR Missed: Yes	1.04
	Metro C Help Desk	Reed Stohel	Administrative Services	Low	Resolved	TTR Missed: No	1.04
INC000000498333	Kent D. Beers	PC/Laptop	None	None	TIR Missed: No	0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.23
INC000000498351	Nikki Sanchez	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: Yes	8.24
INC000000498394	Kent D. Beers	PC/Laptop	Hardware	None	TIR Missed: No	0.68
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.68
INC000000498436	Brian R Bales	Application	Error	Gmail	TIR Missed: No	0.30
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	3.00
INC000000498539	Susan Vogel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000498545	Chad Spencer	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000498924	Arleen Herald	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.47
INC000000499013	Arleen Hearld	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Administrative Services	Low	Resolved	TTR Missed: No	0.00

Administrative Services

INC000000499018	Anne McNally	EIS Hardware	None	None		TIR Missed: No	0.35
	Strategic Communications	Luis Larios	Administrative Services	Low	Resolved	TTR Missed: Yes	8.66
INC000000499101	Andy Wright	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000499158	Bruce Whittington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000499178	Darrel Pierce	PC/Laptop	Performance	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	2.02
INC000000499302	Andy Wright	Application	Password	PGP		TIR Missed: No	0.23
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Resolved	TTR Missed: No	0.25
INC000000499393	Russ Jessop	Application	None	Novell GroupWise		TIR Missed: Yes	1.69
	Metro B Desktop Support	Ken Bolkcom	Administrative Services	Low	Resolved	TTR Missed: No	4.94
INC000000499546	Arleen Hearld	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000499659	Susan Hunt	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000500240	Bob Anderson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.65
INC000000500369	Brian Fay	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	1.35
INC000000500420	Gail Youngblood	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000500808	Tracie Brush	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000501344	Ken Hansen	Application	Error	Novell GroupWise		TIR Missed: No	0.21
	Help Desk	Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	5.83
INC000000501792	Ryan Huntsman	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Resolved	TTR Missed: No	0.21
INC000000501929	Dan Martinez	Network	None	None		TIR Missed: Yes	1.51
	Metro C Desktop Support	Chad D Fowers	Administrative Services	Low	Resolved	TTR Missed: No	1.51
INC000000502017	Lynda McLane	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.65
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.67
INC000000502124	Marilee Richins	PC/Laptop	Error	None		TIR Missed: Yes	1.37
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	2.57

Administrative Services

INC000000502240	Scott Blackham	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.21
INC000000502370	Garret Johnston	Application	Error	None	TIR Missed: Yes	1.34
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Resolved	TTR Missed: No	1.34
INC000000502556	Dan Martinez	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Chad D Fowers	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000502612	Rod Swaner	None	None	None	TIR Missed: No	0.00
Salt Lake Data Center Operations	Kristi Behunin	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000502641	Dan Martinez	Network	Error	None	TIR Missed: Yes	1.86
Metro C Help Desk	Reed Stohel	Administrative Services	Medium	Resolved	TTR Missed: No	1.86
INC000000502741	Joe Ligori	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000502879	John Pananos Jr	Application	Error	Novell GroupWise	TIR Missed: No	0.65
Metro C Help Desk	Reed Stohel	Administrative Services	Low	Resolved	TTR Missed: No	0.65
INC000000502935	Tara Eutsler	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000503274	Stephen Smith	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.22
Rural South Desktop Support	Meladye Shively	Administrative Services	Low	Resolved	TTR Missed: No	1.22
INC000000503389	Raymond Brusik	Application	Password	Utah Master Directory	TIR Missed: No	0.75
Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.88
INC000000504037	Garret Johnston	Application	None	Gmail	TIR Missed: No	0.92
Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	3.29
INC000000504176	Patty Wilson	PC/Laptop	Performance	None	TIR Missed: No	0.43
Metro B Desktop Support	Bill Crowther	Administrative Services	Low	Resolved	TTR Missed: No	0.44
INC000000504340	Priscilla Anderson	Application	None	Contribute	TIR Missed: No	0.69
Application Development	Terry Davis	Administrative Services	Medium	Resolved	TTR Missed: No	2.64
INC000000504447	Ken Hansen	Application	None	Microsoft Office	TIR Missed: Yes	1.09
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.76
INC000000504579	Melissa Frost	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000504978	Lonny Arnell	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.13
INC000000505045	Tracie Brush	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	0.00

Administrative Services

INC000000505252	Karen Peterson	Application	Error	None			TIR Missed: No	0.18
	Capitol Desktop Support	Chad Poll	Administrative Services	Low		Resolved	TTR Missed: No	0.55
INC000000505609	Karen Peterson	PC/Laptop	Hardware	None			TIR Missed: No	0.13
	Capitol Desktop Support	Chad Poll	Administrative Services	Low		Resolved	TTR Missed: No	2.26
INC000000505622	Brook McElmurry	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low		Resolved	TTR Missed: No	0.45
INC000000505633	Ryan Huntsman	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low		Resolved	TTR Missed: No	2.73
INC000000505716	Mark Dalton	Telecom	Call/Receive	None			TIR Missed: No	0.27
	Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low		Resolved	TTR Missed: No	0.79
INC000000505756	Heidi Stringham	Application	Reporting	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low		Resolved	TTR Missed: No	0.00
INC000000506066	Sue Hoskins	PC/Laptop	Hardware	None			TIR Missed: No	0.21
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Resolved	TTR Missed: No	0.34